

COVID-19 Vaccine Provider Webinar

January 26, 2021



TEXAS
Health and Human
Services

Texas Department of State
Health Services

DISCLAIMER

The information presented today is based on recent guidance and MAY change.

January 26, 2021



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Agenda

1. Reporting Adverse Effects in VAERS and v-safe – Kelsey Sanders, DSHS
2. VAOS Dashboards – Live Demo
3. VAOS Reminders and FAQ's
4. Provider Resources



Texas Department of State
Health Services

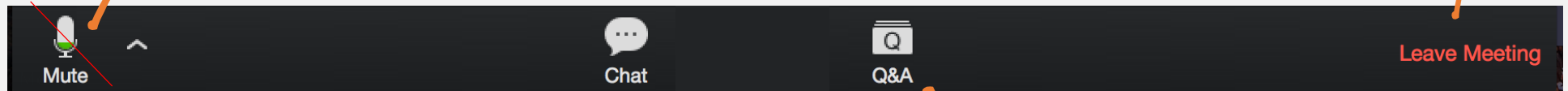
Today's webinar presentation and recording will be available on the
[COVID-19 Vaccine Management Resources page](#)

Zoom Guidance

New to Zoom? Have a question? Here's a quick guide:

You will be automatically muted during this webinar.

Need to go? Click Leave Meeting to exit the webinar.



The "chat" feature will be turned off for attendees in this Webinar.

Have a question? Type a question to the host and panelists using the Q&A box!



Texas Department of State
Health Services

VAERS Reporting for COVID-19 Vaccinations

Vaccine Adverse Event Reporting System



VAERS

Vaccine Adverse Event
Reporting System

Co-managed by
CDC and FDA

<http://vaers.hhs.gov>

This is a screenshot of the VAERS (Vaccine Adverse Event Reporting System) website. At the top, the 'VAERS' logo is followed by the text 'Vaccine Adverse Event Reporting System' and the URL 'www.vaers.hhs.gov'. Below this is a navigation bar with five links: 'About VAERS', 'Report an Adverse Event', 'VAERS Data', 'Resources', and 'Submit Follow-Up Information'. The main content area is divided into two columns. The left column contains a section titled 'Have you had a reaction following a vaccination?' with two numbered steps: '1. Contact your healthcare provider.' and '2. Report an Adverse Event using the VAERS online form or the new downloadable PDF. *New!*'. Below this is a box with a warning: 'Important: If you are experiencing a medical emergency, seek immediate assistance from a healthcare provider or call 9-1-1. CDC and FDA do not provide individual medical treatment, advice, or diagnosis. If you need individual medical or health care advice, consult a qualified healthcare provider.' This is followed by a Spanish version of the same text. The right column features a large photo of a family (a man, a woman, and two children) looking at a laptop. Below the photo is the heading 'What is VAERS?'. At the bottom of the page, there are four smaller tiles, each with a photo and a title: 'REPORT AN ADVERSE EVENT' (with a photo of a doctor and a patient), 'SEARCH VAERS DATA' (with a photo of hands using a tablet), 'REVIEW RESOURCES' (with a photo of a woman reading), and 'SUBMIT FOLLOW-UP INFORMATION' (with a photo of a group of people).

VAERS is the nation's frontline system for monitoring vaccine safety

Who Can Report to VAERS?

- CDC and FDA encourage anybody who experiences any problems after vaccination to report to VAERS.
 - Parents
 - Patients
 - Healthcare Providers
 - Others
- **Healthcare providers are required by law to report certain problems such as serious adverse events**
- Knowingly filing a false VAERS report is a violation of Federal law (18 U.S. Code§ 1001) punishable by fine and imprisonment.

Adverse Events

Adverse event - Any health problem that happens after a vaccine. Might be truly caused by a vaccine or might be coincidence.

Types of adverse events include:

- True reactions to the vaccine
- Side effects
- Unrelated health problems
- Health problems where relationship to vaccination can't be determined

Serious adverse event - life-threatening illness, hospitalization, prolongation of an existing hospitalization, permanent disability or death that happens after a vaccination.

What Should be Reported to VAERS?

- Healthcare providers are required by law to report¹
 - Any adverse event listed in the [VAERS Table of Reportable Events](#) following vaccination
 - An adverse event listed by vaccine manufacturer as contraindication to further doses of the vaccine
- Healthcare providers are encouraged to report¹
 - Any adverse event that occurs after the administration of a vaccine licensed in the U.S., whether it is or is not clear that a vaccine caused the adverse event
 - Vaccine administration errors
- Through the *CDC COVID-19 Vaccination Program Provider Agreement*, providers are²
 - Required to report adverse events following COVID-19 vaccination
 - Should report clinically important adverse events even if they are not sure if the vaccination caused the event

¹<https://vaers.hhs.gov/reportevent.html>

²CDC COVID-19 Vaccination Program Interim Playbook for Jurisdiction Operations

How to Report to VAERS

Adverse events can be reported two different ways:

1. Online (*preferred*) -

The screenshot shows the VAERS website interface for reporting an adverse event. At the top, the VAERS logo and "Vaccine Adverse Event Reporting System" are displayed, along with the URL "www.vaers.hhs.gov". A navigation bar includes links for "About VAERS", "Report an Adverse Event", "VAERS Data", "Resources", and "Submit Follow-Up Information". Below this, a "Completion Status" sidebar on the left lists checkboxes for "Patient Information", "Reporter Information", "Facility Information", "Vaccine Information", and "Additional Information". The main content area is titled "Report an Adverse Event - Patient Information" and includes a note: "Note: Fields marked with an * are essential and should be completed." Under "Item 1", there are input fields for "Patient first name:", "Patient last name:", "Street address:", "City:", "State:" (a dropdown menu), and "County:". A small thumbnail of the form is visible in the bottom left corner.

2. Fillable PDF Upload –

The screenshot displays the VAERS website's instructions for using a fillable PDF form. The header and navigation bar are identical to the online form page. The main heading is "Report an Adverse Event with a Writable PDF Form". Below this, two columns provide instructions: "Step 1 - Instructions for Downloading the Writable PDF Form" and "Step 2 - Instructions for Uploading the Writable PDF Form". Step 1 includes a download icon and text: "Download the form and save it to your computer. Right click on the 'Download the Writable PDF Form' button below, then select 'Save Link As' or 'Save Target As' to save the form to your computer. Form last updated on July 2020." Step 2 includes an upload icon and a list of steps: "Verify you are using the latest version of the form, updated July 2020 (available in Step 1 section of this page).", "Enter your name and email address.", "Click on the 'Browse' button, then navigate to the folder where you have saved the completed Writable PDF form.", "Select the Writable PDF form to upload.", "Verify that you would like to proceed to upload the file by typing the characters shown in the picture and click 'Upload the Writable PDF Form'.", and "You will be provided an E-number for your reference on".

VAERS Video Tutorial



<https://www.youtube.com/watch?v=sbCWhcQADFE>

VAERS Summary

- A VAERS report does not mean the vaccine caused the adverse event
- VAERS is only one of several ways vaccines are monitored for safety in the United States
- Knowingly filing a false VAERS report is a violation of Federal law



For more information about
VAERS:

E-mail: info@vaers.org

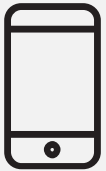
Phone: 1-800-822-7967

Web site:
www.vaers.hhs.gov

V-Safe, the after vaccination health checker

Additional Vaccine Safety Monitoring

v-safe / *after vaccination health checker*



V-safe is a smartphone-based tool that uses text messaging and web surveys to provide **personalized health check-ins** after someone receives a COVID-19 vaccination.



Vaccine recipients can quickly tell the CDC if they have any side effects. The CDC may follow up with them by phone to get more information.



V-safe will also remind them to get their second COVID-19 vaccine dose, if needed.



Use your smartphone to tell CDC about any side effects after getting the COVID-19 vaccine. You'll also get reminders if you need a second vaccine dose.



v-safe | *after vaccination health checker*

How long do v-safe check-ins last?

- During the first week after you get your vaccine, **v-safe** will send you a text message each day to ask how you are doing.
- Then you will get check-in messages once a week for up to 5 weeks.
- The questions **v-safe** asks should take less than 5 minutes to answer.
- If you need a second dose of vaccine, **v-safe** will provide a new 6-week check-in process so you can share your second-dose vaccine experience as well.
- You'll also receive check-ins 3, 6, and 12 months after your final dose of vaccine.



Use your smartphone to tell CDC about any side effects after getting the COVID-19 vaccine. You'll also get reminders if you need a second vaccine dose.

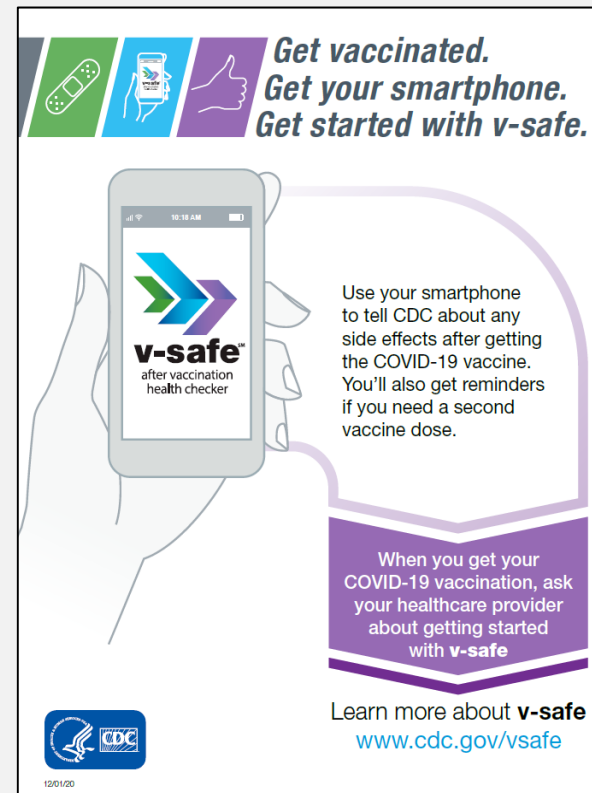


v-safe | your role as a provider

- Give patients a **v-safe** information sheet at the time of vaccination
- Encourage them to enroll and fill out the surveys when prompted

<https://vsafe.cdc.gov/>

V-safe now available in Spanish
<https://espanol.cdc.gov/coronavirus/2019-ncov/vaccines/safety/vsafe.html>



v-safe info poster



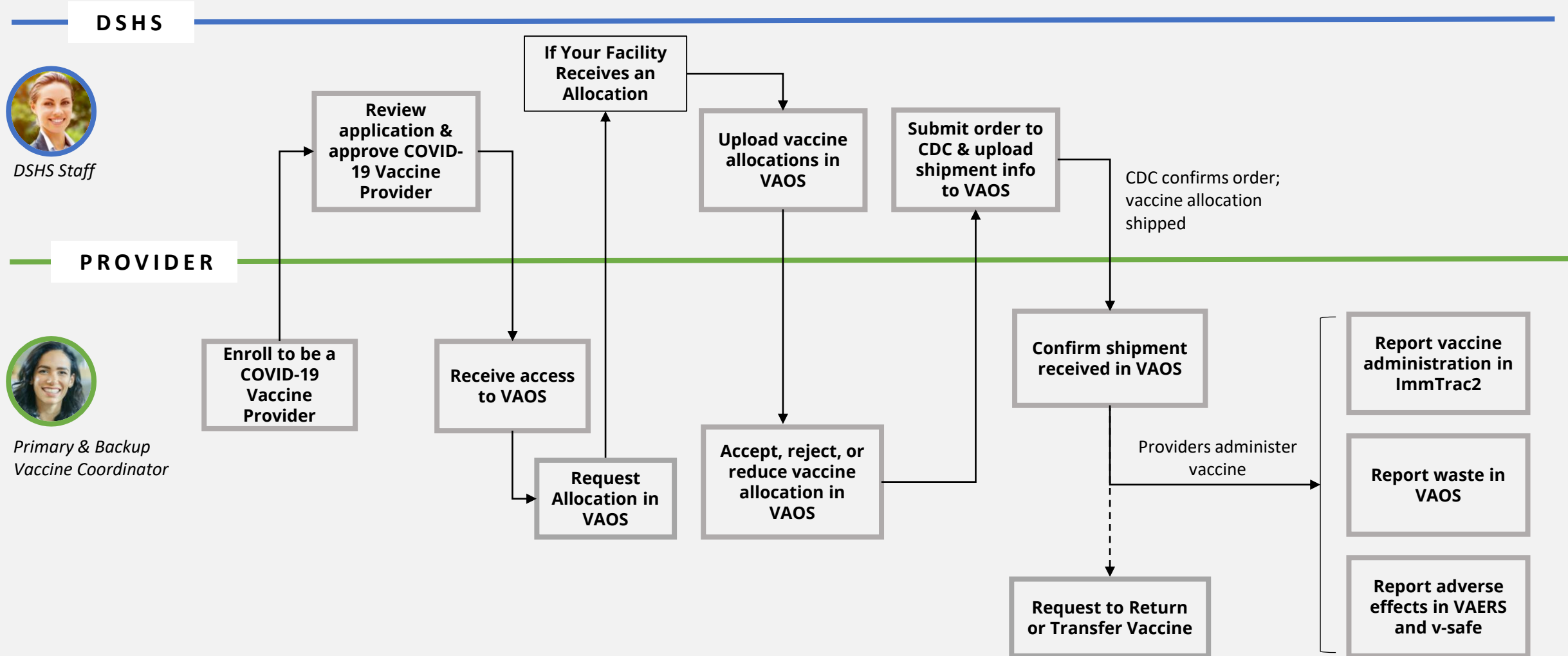
v-safe info sheets

Poll: Providers should report any adverse events to VAERS following administration of a COVID-19 vaccine.

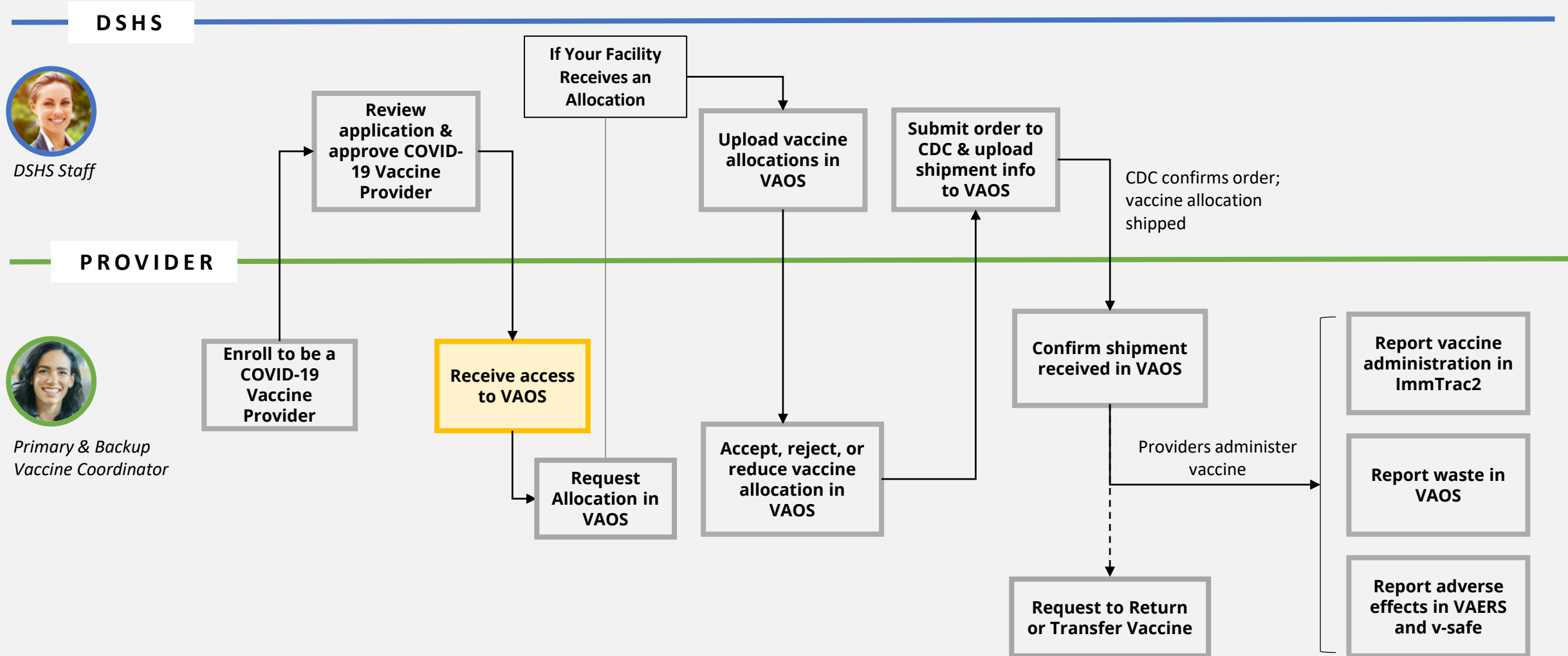
VAOS Dashboards Live Demo

VAOS Reminders & FAQs

COVID-19 Vaccine Provider Milestones



COVID-19 Vaccine Provider Milestones



Receive Access to VAOS

Did you know...?

Only **2 people per facility** receive access to VAOS– the **primary & backup vaccine coordinators**.



Primary Vaccine Coordinator



Backup Vaccine Coordinator

You provided information for the primary & backup vaccine coordinator during the enrollment process.

PANDEMIC PROVIDER ENROLLMENT
Enroll to request COVID-19 Vaccine

Pandemic Vaccine Coordinators
Designate the primary and backup pandemic vaccine coordinators for this facility. The coordinators will become the main point-of-contact for vaccine distribution, accountability and other communications.

Primary Vaccine Coordinator

*Last Name *First Name MI
*Telephone *Email
Degree/Credentials

Backup Vaccine Coordinator

*Last Name *First Name MI
*Telephone *Email
Degree/Credentials

Save & Continue Save & Exit

Did you know...?

You can **change who has access** to VAOS for your facility.



NEW Primary Vaccine Coordinator



NEW Backup Vaccine Coordinator

If you would like to designate a different person to have access to VAOS for your facility contact the **DSHS COVID-19 Vaccine Provider Help Desk** at:

(877) 835-7750, 8 a.m. to 5 p.m., Monday-Friday

COVID19VacEnroll@dshs.Texas.gov

Receive Access to VAOS

Did you know...?

Providers access VAOS via the **HHS Enterprise Portal**.

To access VAOS, Providers should sign in at

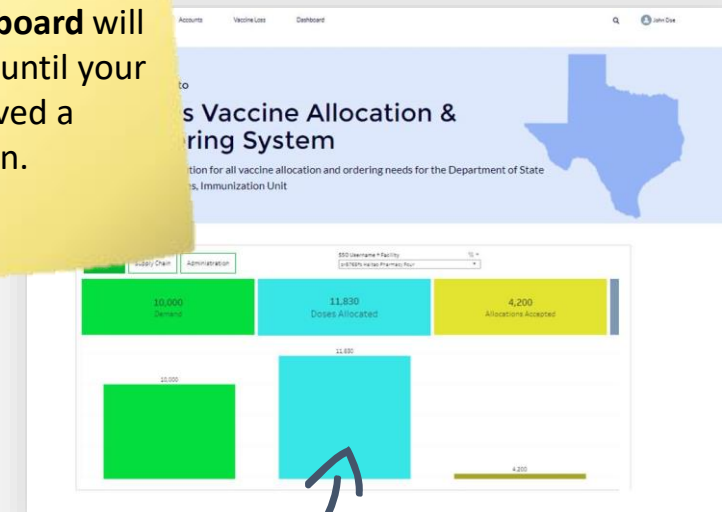
<https://texasvaccines.dshs.Texas.gov>.

This site may direct you to the HHS Enterprise Portal (below). Use your VAOS credentials to sign in here.



Did you know...?

Your **VAOS dashboard** will not display data until your facility has received a vaccine allocation.



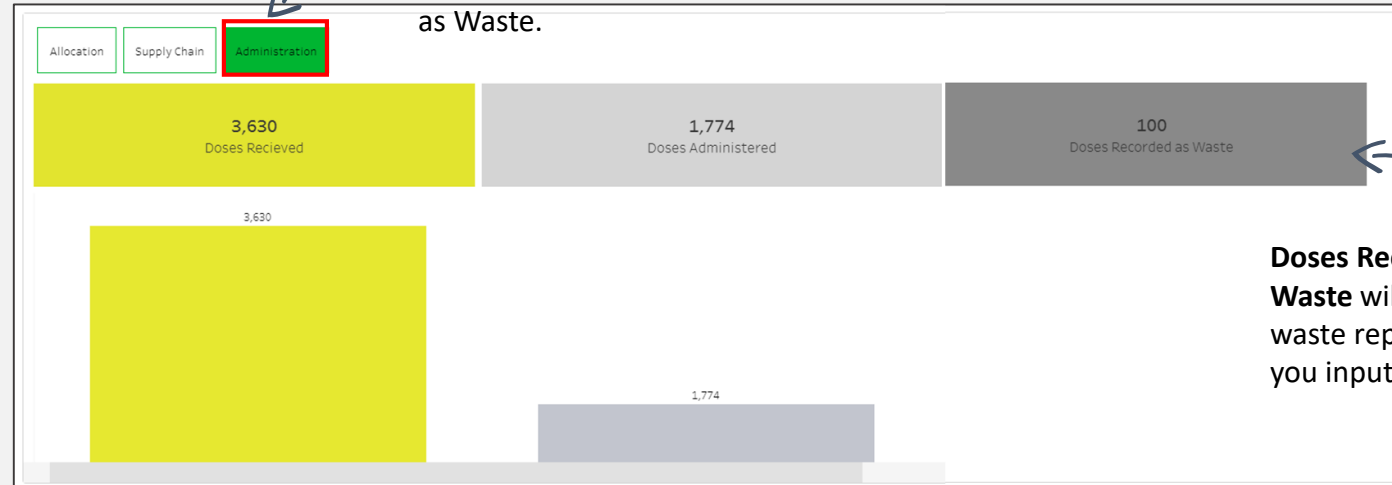
If your dashboard looks empty– don't panic!
Your VAOS dashboard **will not display data until your facility has received a vaccine allocation.**

Receive Access to VAOS

Did you know...?

COVID-19 Vaccine Providers may experience a **delay of up to three days** (or longer, based on how you report) between when they report vaccine administration in ImmTrac2 and when that information is reflected on the VAOS dashboard.

On the **Administration** tab, you can view Doses Received, Doses Administered, and Doses Recorded as Waste.



Doses Recorded as Waste will reflect the waste reports that you input into VAOS.



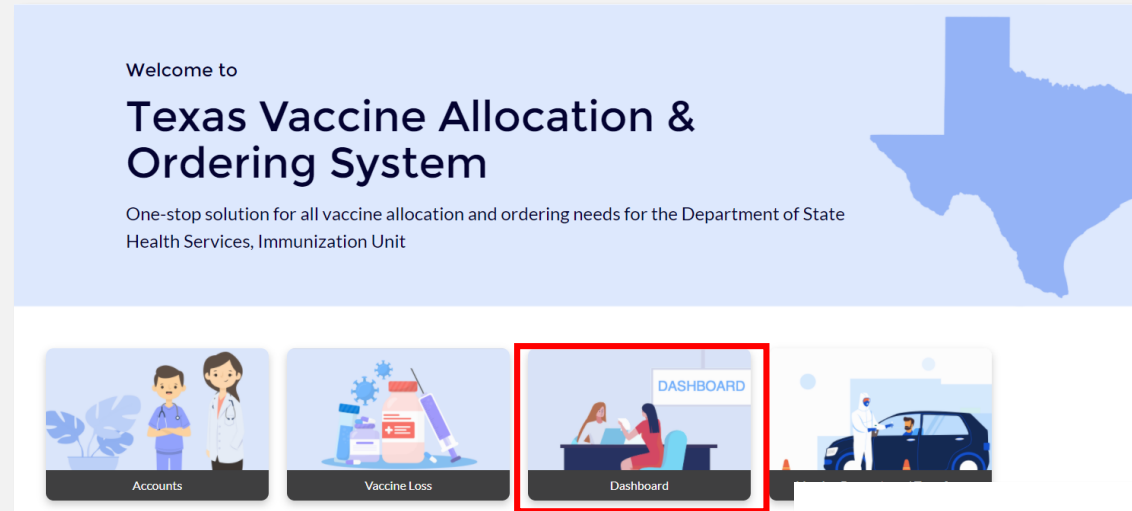
Quantity on Hand is based on Doses Received and Doses Administered.

This delay may affect the data you see for *Doses Administered* and *Quantity on Hand*.

Receive Access to VAOS: VAOS Provider Dashboard

Did you know...?

You can view dashboards from multiple facilities on the "Allocations" dashboard.



SSO Username + Facility

00278473 AutomationRKXLV AKYZO



(All)

00278473 AutomationRKXLV AKYZO

00540727 AutomationDBFWP BPAZO

00649640 AutomationWHVRT WONUT

01153138 2020jkim test

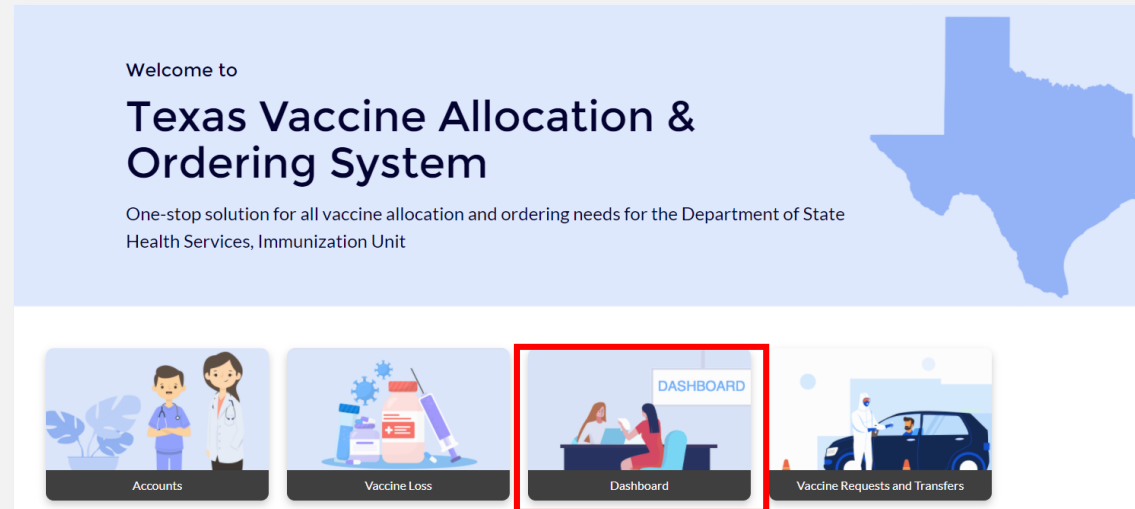
01955238 Virginia 123

If you are the primary or backup vaccine coordinator for multiple facilities, you can toggle between dashboards on the "SSO Username + Facility" dropdown menu.

Receive Access to VAOS: VAOS Provider Dashboard

Did you know...?

The data in the Tableau **Provider Dashboard** refreshes nightly, so you may not see updated data, such as allocations received until the next day.



300

Doses Allocated



Nightly refresh

600

Doses Allocated

Receive Access to VAOS: VAOS Provider Dashboard

Did you know...?

If you're logging into the Provider Dashboard, you must log out of any other Tableau account before inputting your login information.

You will receive the “Resource not found” error if you try to log into your Provider Dashboard without **first signing out of other Tableau accounts**.



Sign in to Tableau Server

The screenshot shows the Texas Vaccine Allocation & Ordering System (VAOS) Provider Dashboard. The header includes the Texas Department of State Health Services logo and navigation links: Home, Accounts, Vaccine Loss, Dashboard, and Vaccine Requests and Transfers. A search icon and the user name "alexandria.wagner" are also visible. The main content area has a light blue background with a map of Texas on the right. The text reads: "Welcome to Texas Vaccine Allocation & Ordering System. One-stop solution for all vaccine allocation and ordering needs for the Department of State Health Services, Immunization Unit." Below this, a white box contains the error message: "Resource not found. Please check the URL and try again." A yellow arrow points from the text in the bottom left to this error box.

Receive Access to VAOS

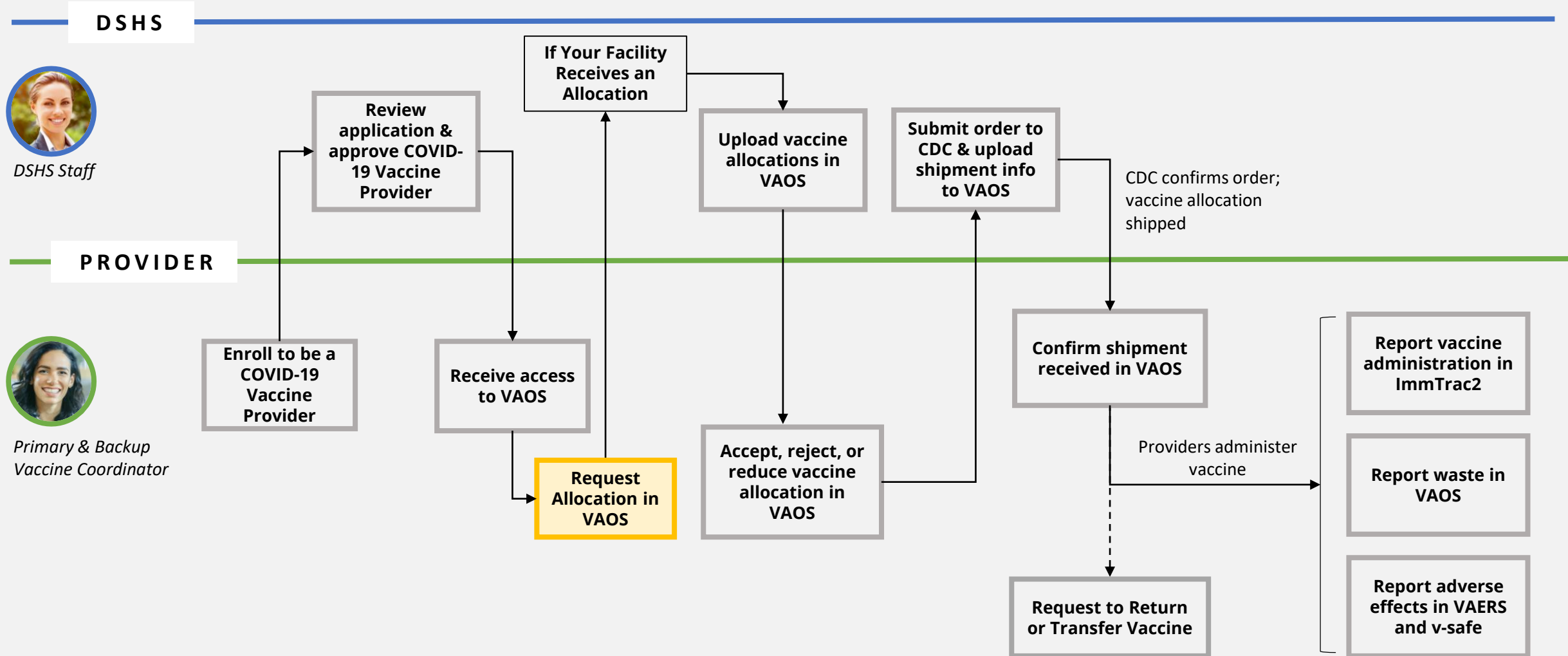
Did you know...?

You should **login to ImmTrac2 ASAP** after receiving VAOS access. If you don't, you will lose your VAOS and ImmTrac2 access in 120 days.

- **You MUST login to ImmTrac2 to avoid being disassociated by the system for inactivity.**
- If ImmTrac2 users do not login immediately or have gone 365 days since your last login, ***you will not be able to login to ImmTrac2 or VAOS.***
- Log into ImmTrac2 [here](#).
- For information about logging into ImmTrac2, email: ImmTrac2@dshs.texas.gov

The screenshot shows the ImmTrac2 Texas Immunization Registry login page. On the left is a blue sidebar with the word 'Production' and a login form with fields for 'Org Code', 'Username', and 'Password', followed by a 'Login' button. Below the login form is a warning: 'DO NOT ATTEMPT TO LOG ON UNLESS YOU ARE AN AUTHORIZED USER.' At the bottom of the sidebar are links for 'Forgot Username?' and 'Forgot Password?'. The main content area has a header with the Texas Department of State Health Services logo and the 'ImmTrac2 Texas Immunization Registry' title. Below the header is a navigation bar with links for 'HOME', 'FORMS', 'REGISTRATION', 'USER TRAINING', and a lightbulb icon. A 'Hot Topics' section follows, with links HT-1 through HT-7. The first topic is 'ImmTrac2 Support During COVID-19 Response', dated 03/17/2020, with text explaining limited support and providing email addresses for general support and data exchange. At the bottom of the main area are links for 'ImmTrac2 Quick Guide - Change Password', 'Immunization Unit - Home Page', and 'Vaccine Adverse Event Reporting System (VAERS)'. A copyright notice at the very bottom reads 'Copyright © 1999 - 2020 State of Wisconsin. All rights reserved.'

COVID-19 Vaccine Provider Milestones

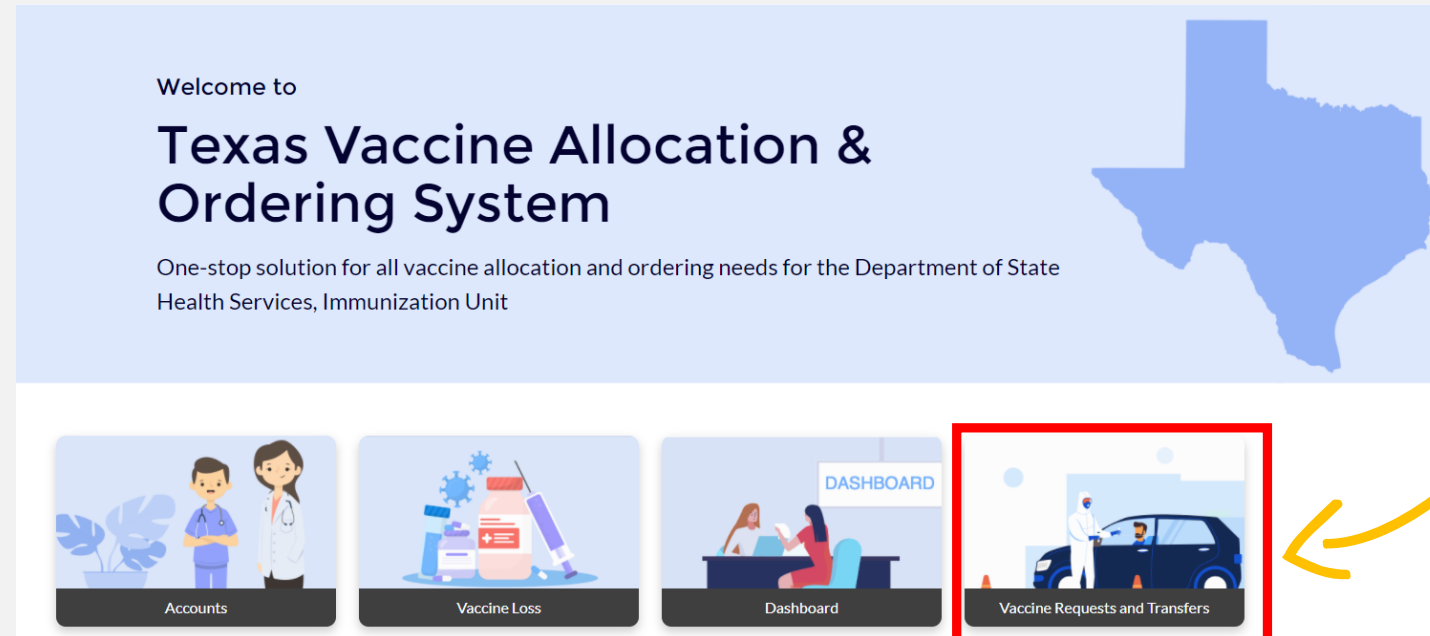


Request Allocations in VAOS

Did you know...?

Submitted allocation requests inform allocation decisions, but **do not guarantee** that you will receive an allocation for your requested doses.

When you submit an allocation request in the VAOS “Vaccine Requests and Transfers” portal, **your allocation request may not be guaranteed** based on limited supply of the vaccines.



*Submit
allocation
requests here!*

Request Allocations in VAOS



CDC Vaccine Finder

The screenshot shows a 'Service Request' form in VAOS. The form is titled 'Service Request SR-0034'. It has a section for 'Information' with a warning that the request is not guaranteed. Below this is a 'First Dose Allocation' section. The form includes fields for 'Facility' (TX Test), 'Post my info in the CDC Vaccine Finder' (checkbox), 'I want to receive ancillary supplies' (checkbox, checked), 'Presentation' (Moderna), 'If Pfizer, do you need dry ice?' (checkbox), 'Number of doses requested' (200), and 'Who do you plan to vaccinate?' (Available: Military, Other Population, Healthcare Workers, Infrastructure / Essential Wor...; Chosen: 65+, High Risk for COVID, Longterm Care). There are 'Cancel' and 'Save' buttons at the bottom.

Did you know...

When requesting allocations, providers can indicate whether they want the CDC to direct the public to their facility as a COVID-19 Vaccine Provider.

Did you know...




When submitting an allocation request, providers can opt-in to receive ancillary supplies.

Requesting Allocations in VAOS

Did you know...

Providers should only request allocations for a quantity of doses that can be administered to their patient population in a **one-week period**.

Providers should request allocations **weekly by Thursday at 5PM CT** for allocations that can be administered in a **one-week** period.



Monday	Tuesday	Wednesday	Thursday	Friday
Day 1 Submit allocation requests in VAOS	Day 2	Day 3	Day 4 Deadline to submit weekly request by 5PM 	Day 5
Day 8	Day 9	Day 10 <i>Providers receive allocation notification. Providers do not need to accept the allocation in VAOS.</i>	Day 11 <i>Providers receive shipment notifications</i>	Day 12 Hub site orders delivered 
Day 15 Other Provider orders delivered 	Day 16	Day 17	Day 18	Day 19

Now that Providers are requesting allocations, they **do not need to accept allocations** in VAOS.

Providers should **receive notification of their allocation the Wednesday after** they submit their allocation request.

Request Allocations in VAOS

Providers should request Pfizer vaccine second dose allocations by Thursday 5pm **the week after** receiving their shipment of first doses and should request Moderna second dose allocations by Thursday 5pm **two weeks after** receiving their shipment of first doses.

Monday	Tuesday	Wednesday	Thursday	Friday
First Dose shipment received (<i>Pfizer or Moderna</i>) 	Begin administering First Doses (<i>Pfizer or Moderna</i>)			
Submit allocation request for Pfizer Second Dose by Thursday 5 PM				
Submit allocation request for Moderna Second Dose by Thursday 5 PM				
Second Dose of Pfizer shipment received 	Pfizer Second Dose administration (<i>Day 21</i>)			
Second Dose of Moderna shipment received 	Moderna Second Dose administration (<i>Day 28</i>)			

Did you know...

Beginning the week of 1/18, **Providers must request second dose allocations** in VAOS.

Providers should submit **separate allocation requests** for first and second dose allocations.

Request Allocations in VAOS

New

Did you know...?

You can request allocations of the **Pfizer vaccine in 1170 dose** allocations

Did you know...?

You can request allocations of the **Moderna vaccine in 100 dose** allocations



When you submit allocation requests in VAOS, you can submit requests for **dose allocations in dosage increments** based on the vaccine presentation you request.

Remember you should only request allocations for the number of doses you can use for your patient population in **a one-week period**.

Request Allocations in VAOS

New

Did you know...?

Only the individual who submitted the initial request for an allocation can view the service request.



Service Requests

Recently Viewed ▼

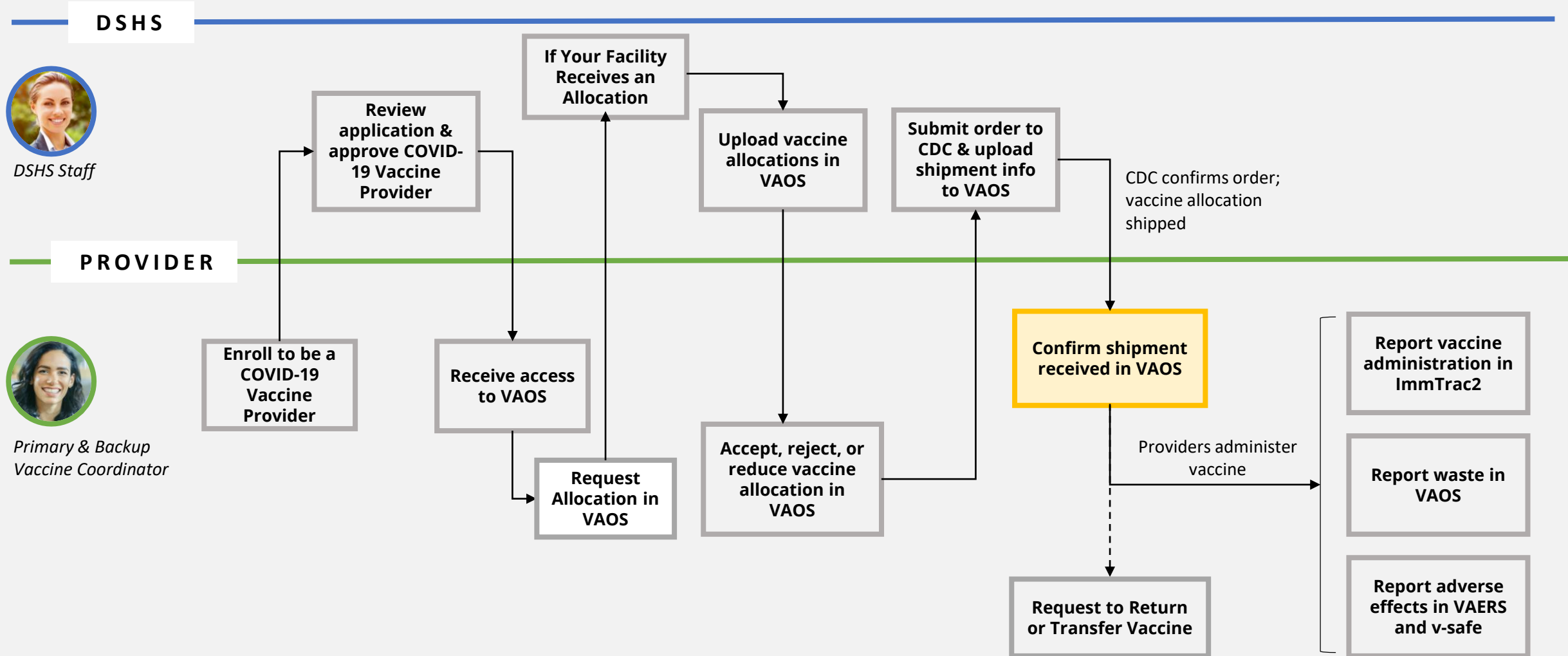
3 items

	Service Request Name
1	SR-0034
2	SR-0038
3	SR-0044



If the primary contact for a facility inputs a service request, the secondary contact at the facility cannot see it. Coordinate with your team to determine the contact inputting allocation requests.

COVID-19 Vaccine Provider Milestones



Confirm Shipment in VAOS

Did you know...?

Primary & backup vaccine coordinators will receive an **email notification when a vaccine allocation ships.**

After your allocation has been accepted, wait for an **email confirming the shipment of your vaccine doses.** When your vaccine allocation ships, primary & backup vaccine coordinators will receive an email notification from noreply@salesforce.com.

Remember to **continue monitoring your mailbox and Spam folder** for the shipment notification and additional allocation notification emails.

Hello Provider,

Based on your vaccine allocation, a shipment of Pfizer 1 has been sent to your facility. Once you receive this shipment, it is very important that you go into the Texas Vaccine Allocation and Ordering System as soon as possible to confirm receipt and record any issues with your shipment. Please review the details on your shipment and instructions on the shipment process below.

Carrier: Fedex

Tracking number: FD1434254523423

Date Shipped: 11/20/2020

Confirm Shipment in VAOS

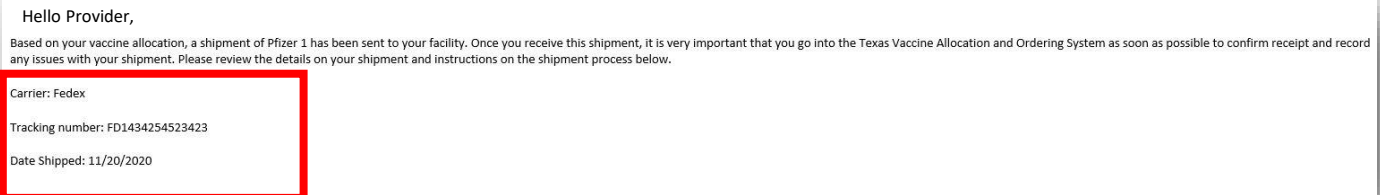
Did you know...?

When a vaccine allocation ships, you will have access to **shipment tracking information**.

Shipment information, including the shipment tracking number, will be available in two places:

1

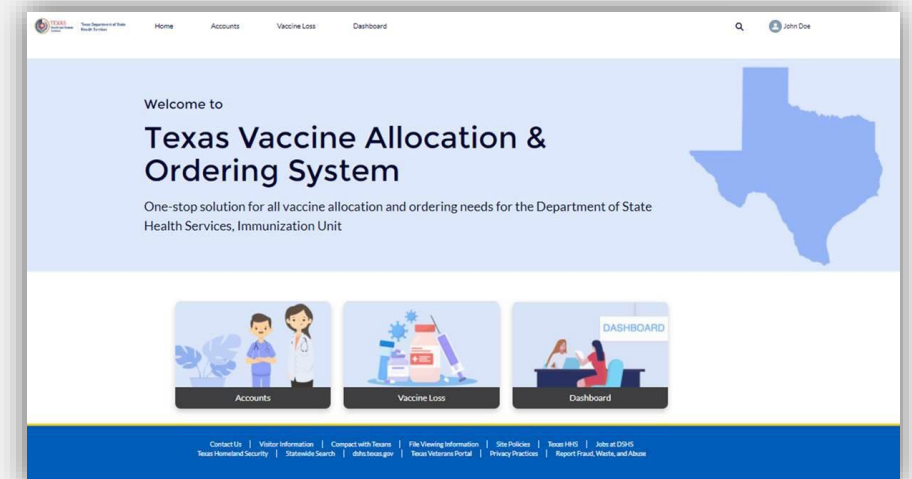
In the notification email sent to the primary & backup vaccine coordinators



2

In VAOS, shipment information is displayed on the *Shipment Details* page.

For instructions to find this tracking information, refer to the [COVID-19 VAOS – How to View Vaccine Shipment Tracking Info](#)



Confirm Shipment in VAOS

Did you know...?

You can find out whether an allocation is for **First Doses** or **Second Doses** in VAOS and from the allocation notification email.

Providers can locate whether an allocation is a first dose or second dose in the notification email or in their VAOS allocations dashboard

Dear Primary Four,

You have a **Second Dose** allocation of Pfizer 1 available to accept in the Texas Vaccine Allocation and Ordering System (VAOS) for Long Term Care Population at Haitao Pharmacy Four. This may only be part of your order for the season; if so, the remainder will be allocated as it becomes available. Please review the detailed instructions on the ordering process below.

It is very important that you go into VAOS (<https://texasvaccines.dshs.texas.gov>) as soon as possible once receiving this notification. We request that the listed amounts of COVID-19 Test vaccine that have been allocated be accepted – please do not decrease your weekly allocation unless storage capacity at your facility is an issue.

Vaccine Allocation

✓ Acknowledged Sent to VTrackS Shipped Received Reject

Allocation Number		Status	Acknowledged
Allocation Group	Moderna Week 2 1/4 Dose 2	Intimated Staff	
Event	COVID-19	Intimated Staff's Email	
Pre-booking Request		Intimated Staff's Email 2	
Vaccine	Moderna COVID-19 Vaccine	Facility Primary Contact Name	
Vaccine Name	Moderna COVID-19 Vaccine	Due Date	
NDC		Total Amount Requested	700
Facility		Formula Allocation Amount	700
Facility PIN		Total Amount Allocated	700
Fund Type		Total Amount Accepted	700
State PO Reference		Request Date	1/4/2021
Target Population	Healthcare Worker	Priority Indicator	
Pre-booking Request Line Item		Priority Reason	
Is Deleted	<input type="checkbox"/>	Version	1
Date Shipped		Intention	ADU
Immtrac Org Id		Community Facility	
Allocation Dose	Second Dose		
Created By	DSHS VaccineFeed, 1/4/2021, 4:12 PM	Last Modified By	

Confirm Shipment in VAOS

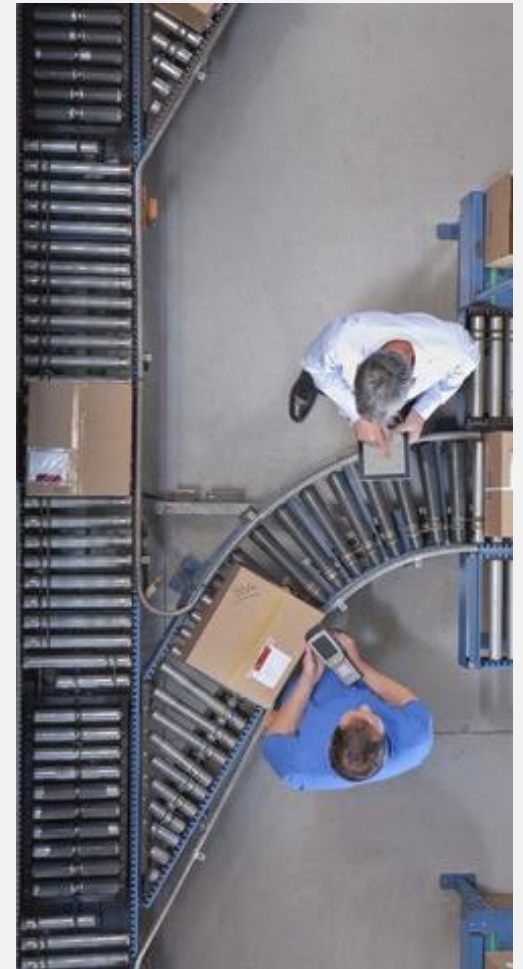
Did you know...?

When McKesson ships a vaccine allocation, they will send a notification email.

McKesson will send advance notification emails about the vaccine shipment, including the specific vaccine and quantity ordered, as well as the tracking number.

McKesson will send separate emails for each vaccine cooler (box) in the shipment, because each cooler (box) has its own unique tracking number.

These email notifications will come from CDCCustomerService@McKesson.com. **Make sure to list this address as a safe address so that these notifications do not go to a Spam folder.**



Confirm Shipment in VAOS

Did you know...?

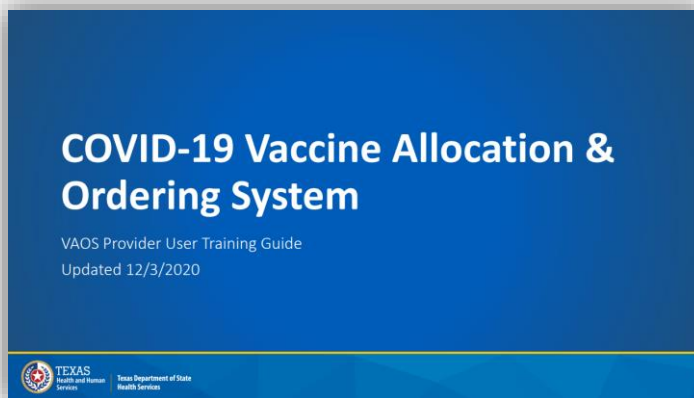
When you receive a shipment, **you must enter that you received a vaccine shipment in VAOS**

You'll need...

- **Who** received the vaccines
- **When** the vaccines were received
- **How many** vaccines received

After inspecting, you'll need to enter...

- How many vaccines **passed** inspection
- How many vaccines **failed** inspection
- **Reason** for any failure



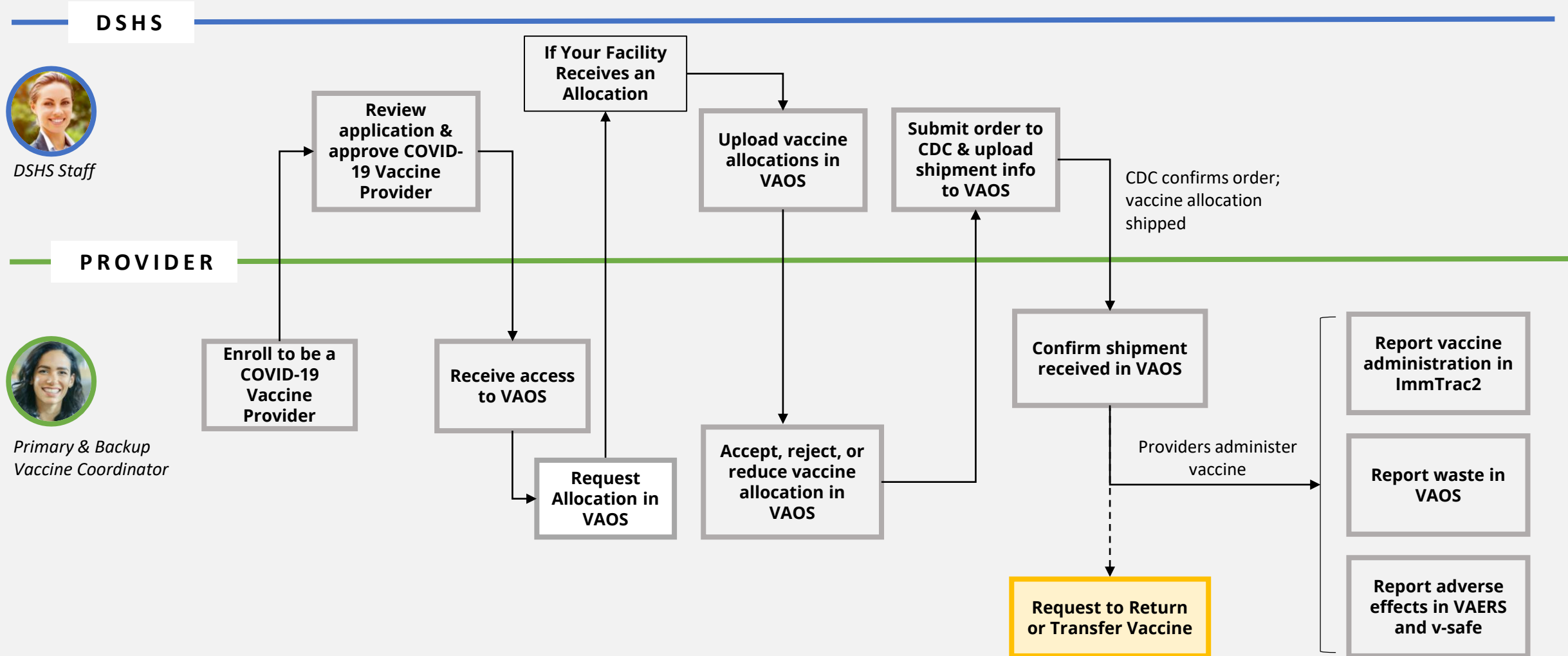
COVID-19 VAOS Provider Training Guide

You can find instructions for completing this process on the [DSHS COVID-19 Vaccine Management Resources website](#).



Confirming Shipments in VAOS instructional video

COVID-19 Vaccine Provider Milestones



Request to Transfer Vaccine

Did you know...

Vaccines can only be transferred to an **approved COVID-19 vaccine provider**.

Account Name	Haitao Pharmacy Four	Facility Status	Y
Parent Account		Account Record Type	Vaccine Ordering
Indicator	N	IIS PIN	1234567890
Source Type	Manually Entered	Original Certification Date (VFC)	10/28/2020
Provider PIN	300017	Renewal Certification Date (VFC)	10/28/2020
Immtrac OrganizationID	7436305	Site Registration Date	10/28/2020
OrgIntent	N/A	Site Agreement Date	10/28/2020

Did you know...

You can find your **organization's PIN** in VAOS on the **Account Details** page.

You'll need your Provider PIN to request a transfer, as well as the PIN of the Receiving Provider. Approved COVID-19 Providers will all have Provider PIN's.

Request to Transfer Vaccines in VAOS

New

Did you know...?

Only the individual who submitted the initial request for a transfer can view the service request.



Service Requests

Recently Viewed ▼

3 items

	Service Request Name
1	SR-0034
2	SR-0038
3	SR-0044



If the primary contact for a facility inputs a service request, the secondary contact at the facility cannot see it. Coordinate with your team to determine the contact inputting transfers.

Request to Transfer Vaccine

Did you know...?

Providers will need to upload and submit a completed and signed CDC Redistribution form for each transfer request.

For each request to transfer, Providers should complete and have the appropriate personnel sign the **CDC Supplemental COVID-19 Vaccine Redistribution Agreement**.

When you initiate a Transfer Request in VAOS, you will be able to **download the CDC Redistribution Agreement**.

Before your request can be reviewed, you will need to **upload the completed and signed form in VAOS** for DSHS to review.

CDC Supplemental COVID-19 Vaccine Redistribution Agreement



The Centers for Disease Control and Prevention (CDC) plans to ship a minimum order size of COVID-19 vaccine, constituent products, and ancillary supplies at no cost directly to enrolled COVID-19 vaccination providers throughout the United States. The federally contracted vaccine distributor uses validated shipping procedures to maintain vaccine cold chain and minimize the likelihood of vaccine loss or damage during shipment. There may be circumstances where COVID-19 vaccine needs to be redistributed beyond the identified primary CDC ship-to sites (i.e., for orders smaller than the minimum order size or for large organizations whose vaccine is shipped to a central depot and requires redistribution to additional clinic locations). In these instances, vaccination provider organizations/facilities, third-party vendors, and other vaccination providers may be allowed to redistribute vaccine, if approved by the jurisdiction's immunization program and if validated cold-chain procedures are in place in accordance with the manufacturer's instructions and CDC's guidance on COVID-19 vaccine storage and handling. There must be a signed CDC COVID-19 Vaccine Redistribution Agreement for the facility/organization conducting redistribution and a fully completed CDC COVID-19 Vaccination Provider Profile Information form (Section B of the CDC COVID-19 Vaccination Program Provider Agreement) for each receiving vaccination location.

The parties to this agreement are CDC and healthcare organizations, third-party vendors, and vaccination providers that redistribute COVID-19 vaccine. CDC cannot reimburse costs of redistribution beyond the initial designated primary CDC ship-to site(s), nor for purchase of any vaccine-specific refrigerators or qualified containers. Therefore, organizations planning for redistribution of COVID-19 vaccine must carefully assess the associated risks and costs (e.g., vaccine loss due to temperature excursions, purchase of vaccine-specific portable refrigerators and/or containers) before planning this activity.

ORGANIZATION INFORMATION			
Organization/facility name:		For official use only: VTrack ID: _____ Unique COVID-19 Organization ID (from Section A): _____	
Street:			
City: County: State: ZIP:			
Telephone:		Fax:	
RESPONSIBLE OFFICERS			
Medical Director (or Equivalent) Information			
Last name		First name	Middle initial
Title		License (state and number)	
Telephone number:		Email:	
Address:			
Chief Executive Officer (or Chief Fiduciary) Information			
Last name		First name	Middle initial
Telephone number:		Email:	
Address:			

9/14/2020

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CDC Redistribution Agreement

Request to Return or Transfer Vaccines

Did you know...?

Transferring Providers are **responsible for costs incurred** during the transfer process, as well as for **maintaining the cold chain** throughout the transfer process.

The ***Transferring Provider*** is responsible for any costs incurred in transferring the vaccine to another provider.



Vaccine Arrival at
Provider Facility



Vaccine Storage &
Handling at
Provider Facility



*Transferring
Provider Ships or
Transports Vaccine*



Vaccine
Administration at
Receiving Provider
Facility



Transferring Provider responsible for maintaining the cold chain

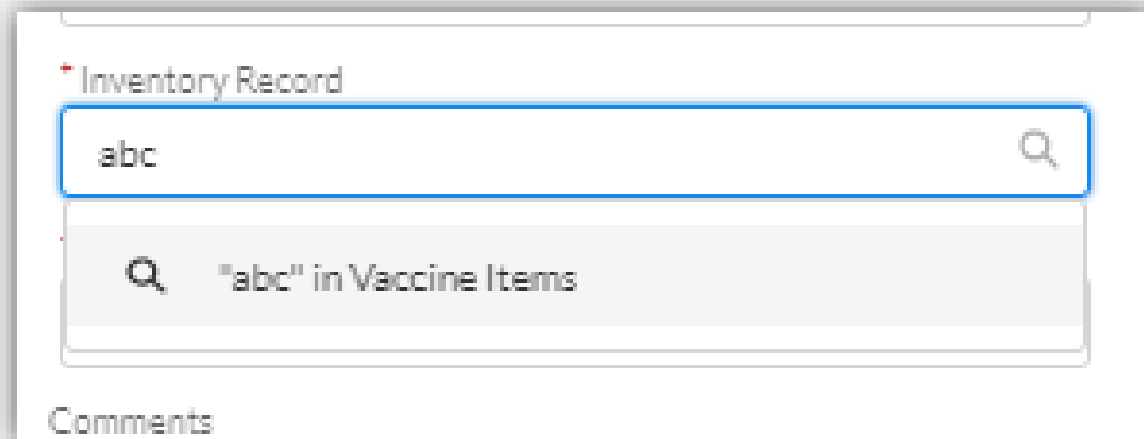
Request to Return or Transfer Vaccines

Did you know...?

You will not be able to request to transfer more doses than your facility has available under the Lot ID.



To search for the inventory record, start by typing the Lot ID in the field. The associated *Inventory Record*, if available, will appear in the search results.

A screenshot of a web application interface. At the top, there is a tab labeled "Inventory Record" with a small red asterisk. Below the tab is a search input field containing the text "abc" and a magnifying glass icon on the right. Below the input field is a search results area with a magnifying glass icon and the text "abc" in Vaccine Items. At the bottom of the interface is a section labeled "Comments".

Inventory Record

abc

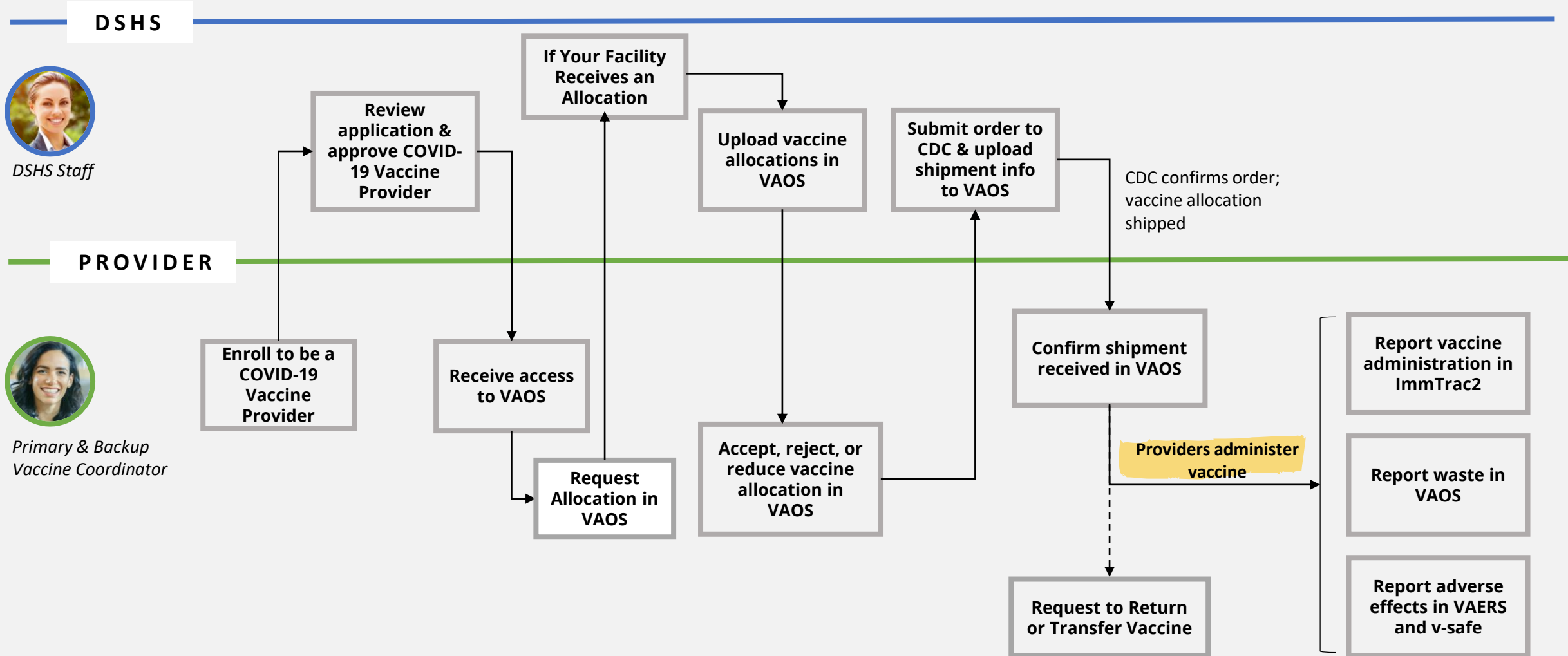
Q "abc" in Vaccine Items

Comments

You can **verify the number of doses** you have under a Lot ID by searching for the Lot ID in VAOS.



COVID-19 Vaccine Provider Milestones



Providers Administer COVID-19 Vaccine

Did you know...?

Do not hold back first doses of the vaccine.

Providers **do not need to “hold back”** doses from a First Dose allocation for patients' second doses. After receiving a First Dose allocation, Providers should request a Second Dose allocation in VAOS.



Providers should **begin vaccinating patients as soon as possible after receiving a vaccine shipment**, beginning with the Phase 1A target population. If there are no patients from the Phase 1A target population to administer the vaccine doses to immediately, administer to Phase 1B patients.

Did you know...?

You find and print additional **vaccination record cards**

You can find them [here](#) on the [DSHS COVID-19 Vaccine Management Resources website](#).

COVID-19 Vaccination Record Card			
Please keep this record card, which includes medical information about the vaccines you have received.			
Por favor, guarde esta tarjeta de registro, que incluye información médica sobre las vacunas que ha recibido.			
Last Name		First Name	MI
Date of birth		Patient number (medical record or IIS record number)	
Vaccine	Product Name/Manufacturer Lot Number	Date	Healthcare Professional or Clinic Site
1 st Dose COVID-19		mm / dd / yy	
2 nd Dose COVID-19		mm / dd / yy	
Other		mm / dd / yy	
Other		mm / dd / yy	

Providers Administer COVID-19 Vaccine

Did you know...?

Use **Second Dose allocations** to provide **second doses** to patients who have already received a first dose of the COVID-19 vaccine.

Second Dose allocations should be used to provide second doses to patients who have already received their first dose.

Additional second dose vaccines **may not be available at the right time** if a Provider uses Second Dose allocations to provide first doses to patients.



When administering the vaccine, Providers should **communicate the importance of returning to receive their second dose of the COVID-19 vaccine**, including proactively reminding patients when it is time for them to return for their second dose.

Providers Administer COVID-19 Vaccine



Did you know...?

To confirm a patient's chronic medical conditions for Phase 1 vaccinations, Providers should refer to the person's medical history.

To confirm chronic medical conditions, providers should refer to the person's medical history.

If a provider doesn't have access to the person's medical history, the person can self-disclose their medical condition. They do not need to provide documents to prove that they qualify.

Providers Administer COVID-19 Vaccine

Did you know...?

There is **no residency requirement** for receiving a COVID-19 vaccine

To receive a COVID-19 vaccine, the patient **does not** have to demonstrate residency in Texas or the U.S.



You **CANNOT** charge a copay to the patient. You can bill insurance for the administration, however no person can be turned away due to inability to pay the administration fee. Vaccination providers can get this fee reimbursed by the patient's public or private insurance company or, for uninsured patients, by the [Health Resources and Services Administration's Provider Relief Fund](#).

Did you know...?

Providers cannot charge a **copay** for the COVID-19 vaccine

Providers Administer COVID-19 Vaccine

Did you know...?

Pfizer COVID-19 vaccine should be administered 21 days after the first dose. You should **schedule second dose appointments based on this 21-day interval**.

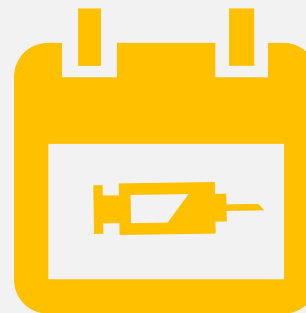
Did you know...?

Moderna COVID-19 vaccine should be administered 28 days after the first dose. You should **schedule second dose appointments based on this 28-day interval**.

You can find more information about COVID-19 vaccine administration and grace periods [here for Pfizer vaccines](#) and [here for Moderna vaccines](#).

If you are unable to administer the vaccine on the manufacturer recommended day, use the following guidance:

- Pfizer second doses administered up to 4 days before the recommended date –17 or more days after first dose—are considered valid.
- Moderna second doses administered up to 4 days before the recommended date—24 or more days after first dose—are considered valid.



Doses administered **earlier than the recommended date do not need to be repeated**.

If it is not feasible to administer the second dose in the recommended time frame, it can be administered **up to 42 days** after the first dose.

Providers Administer COVID-19 Vaccine

Did you know...?

The different presentations of the COVID-19 vaccine are **not interchangeable**.

COVID-19 vaccines are **not** interchangeable with each other or with other COVID-19 vaccine products. The safety and efficacy of a mixed-product series have not been evaluated. Both doses of the series should be completed with the same product.



Did you know...?

A patient can receive a COVID-19 vaccine after they have recovered from their infection.



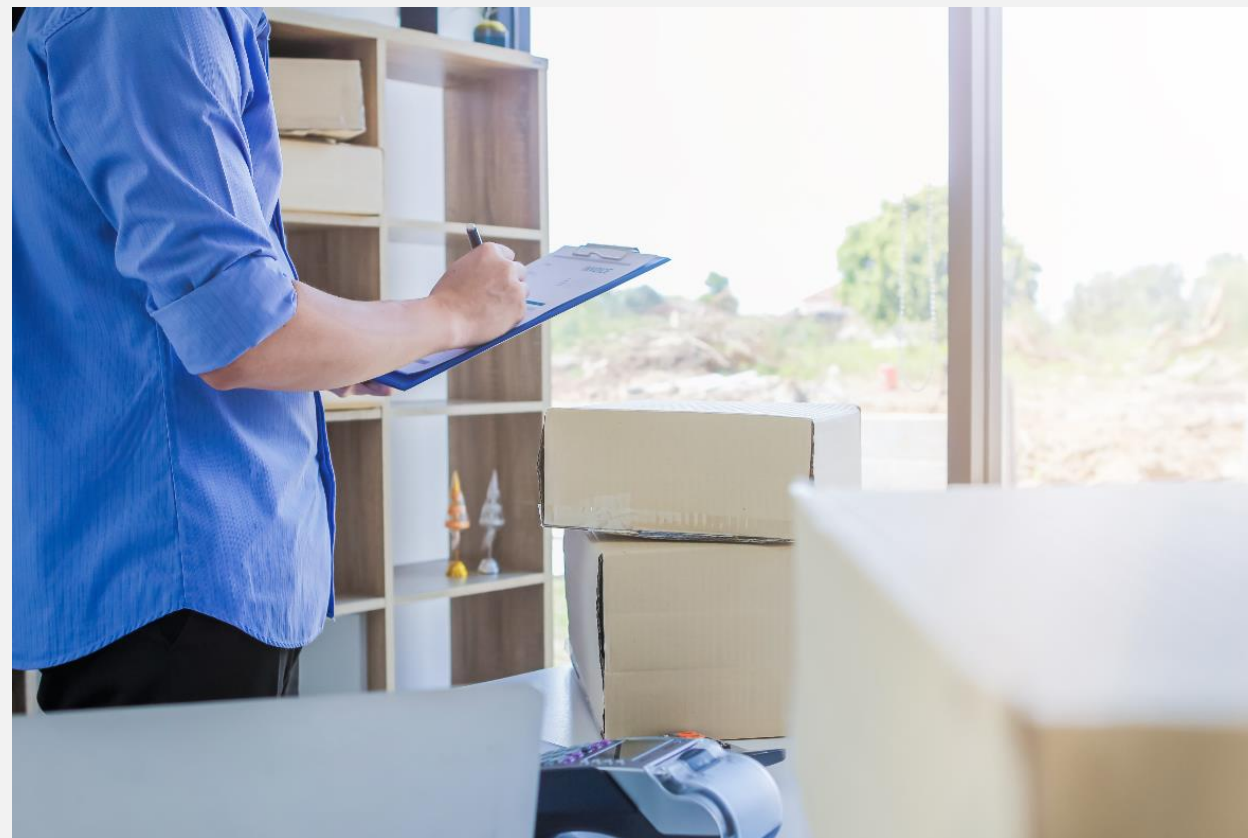
Vaccination of persons with a positive COVID infection **should be deferred** until the person has recovered from the acute illness and [criteria](#) have been met for them to discontinue isolation. This applies to patients before receiving any vaccine doses as well as those who develop SARS-CoV-2 infection **after the first dose but before receipt of the second dose**.

Providers Administer COVID-19 Vaccine

Did you know...?

Even if a provider is able to administer more doses than officially allocated, they will receive the **same number of second dose allocations** as they did for first doses.

Because of the extra doses that can be extracted from some vaccine vials, providers may be able to administer more doses than originally allocated. However, Second Dose allocations will include the **same official number of doses in the follow-up shipment** as there were in the First Dose shipment.



Providers Administer COVID-19 Vaccine

Did you know...?

Providers can offer **VaxText** as a **second dose reminder** to patients following their first COVID-19 vaccine.



VaxTextSM is a free text messaging platform that providers can offer to their patients. Patients can opt in to conveniently **receive text message reminders** to get their second dose of COVID-19 vaccine or a reminder for when they are overdue for their second dose, in English or Spanish.



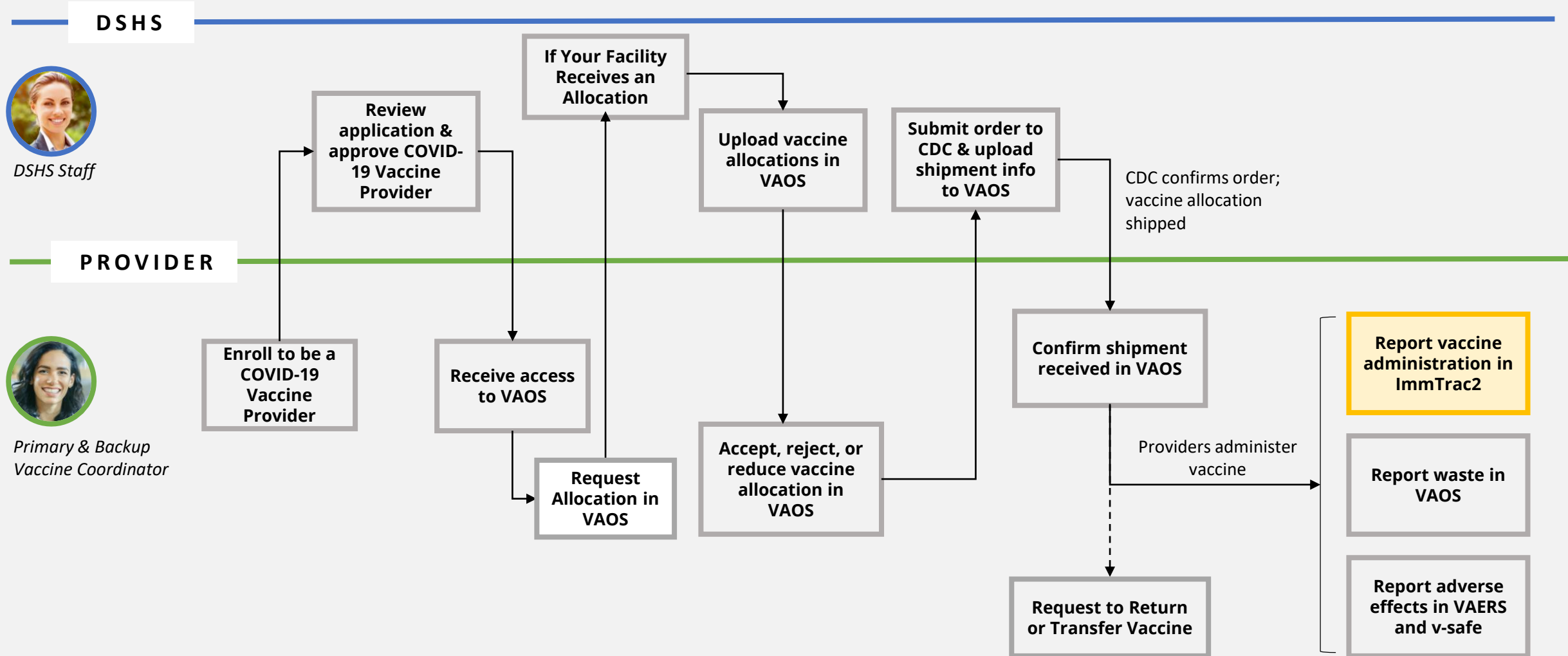
The VaxTextSM text messaging service will ask vaccine recipients who participate for **basic vaccination information** so it can provide reminders based on the **correct vaccination schedule**. The patient will also receive a prompt to sign up for **v-safe**, CDC's vaccine safety monitoring system.



Patients can **text ENROLL to 1-833-VaxText (829-8398)** to opt in to VaxTextSM.



COVID-19 Vaccine Provider Milestones



Report Vaccine Administration in ImmTrac2

Did you know...?

Providers should use their correct Org Code or ImmTrac2 IIS ID to report vaccine administration.

When reporting administered COVID-19 vaccines to ImmTrac2, providers must use their correct ImmTrac2 Org Code and TX IIS IDs to ensure that vaccines are accurately tracked in the COVID-19 Vaccine Data Dashboards in VAOS.



ImmTrac2 users receive their assigned Org Code(s) via email when they first get access to ImmTrac2, or when their access is modified.



Because vials may contain more than the official number of doses, **Providers may administer more doses than are officially allocated in VAOS.**

Did you know...?

If you administer more doses than officially allocated in VAOS, still **report the actual vaccinations given to patients.**

Continue to **report actual vaccine administration into ImmTrac2**, regardless of the number of doses officially allocated.

Report Vaccine Administration in ImmTrac2

Did you know...?

Providers need to
report daily in both
TDEM and ImmTrac2

Reporting COVID-19 Vaccines/Therapeutics in the TDEM/DSHS Portal

Facility: <Fill In Name Of Facility>

Facility Identification Number: <Fill In UFID>

You are receiving this email because your facility has received an allocation of vaccines and/or monoclonal antibodies for COVID-19. The State of Texas requests that you submit information through the TDEM portal provided below, in addition to current tracking in ImmTrac2.

We are aware of the increased number of reporting requirements related to vaccines and therapeutics that are asked of you, and we are doing our best to streamline the inquiries with your assistance. We really appreciate the work of our hospital partners across the state in reacting to this crisis.

If you have any issues pertaining to the system, requests, or questions, please send an email to vaccine@tdem.texas.gov

INSTRUCTIONS

LOGIN

1. Go to <https://report.tdem.texas.gov>
2. Select your facility from the dropdown list titled "Select Facility".
3. Enter your Facility Identification Number, which is listed above.

Did you know...?

The data that you report
in TDEM and ImmTrac2
isn't the same.

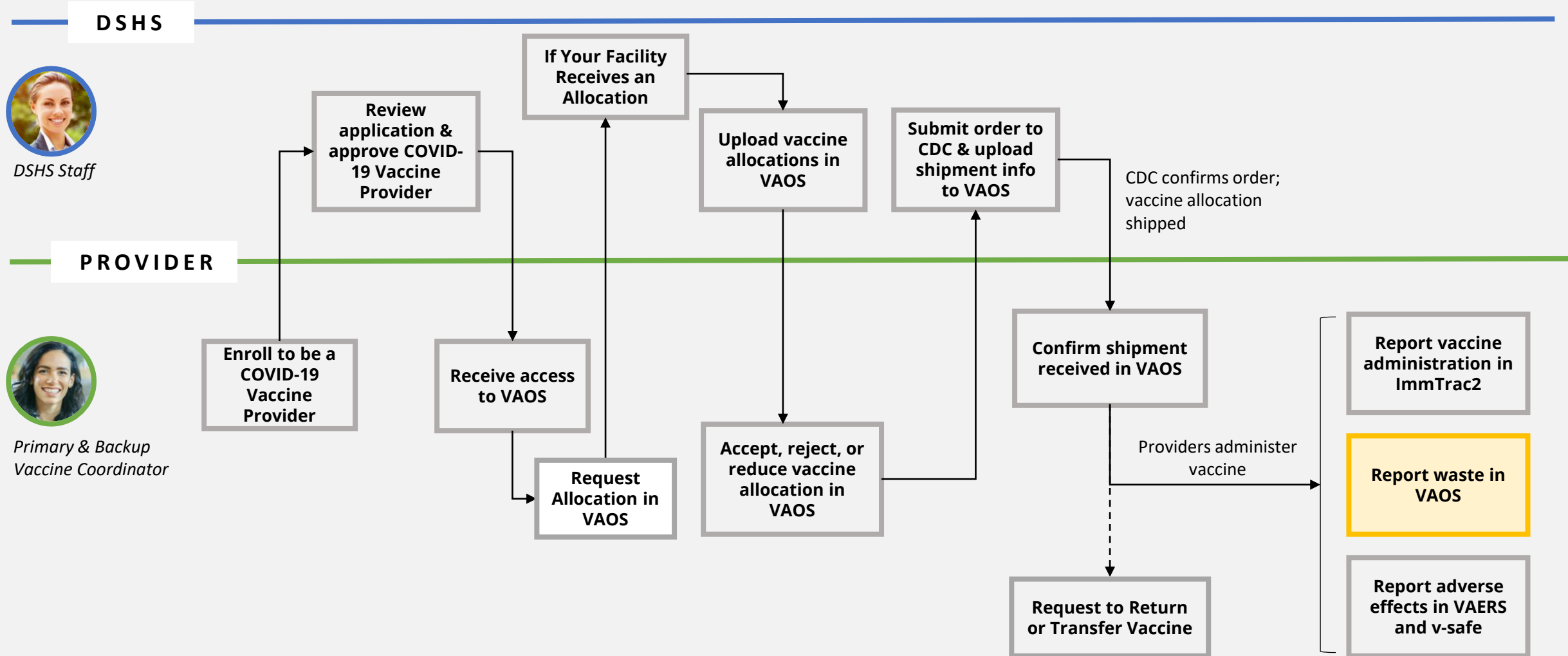
Providers must report aggregate doses administered to TDEM every day by 8AM at
<https://report.tdem.texas.gov>

For questions about TDEM reporting, please contact: vaccine@tdem.texas.gov or
844-908-3927

Continue to **report actual**
vaccine administration and
patient data into ImmTrac2.

ImmTrac2
Texas Immunization Registry

COVID-19 Vaccine Provider Milestones



Report Waste in VAOS

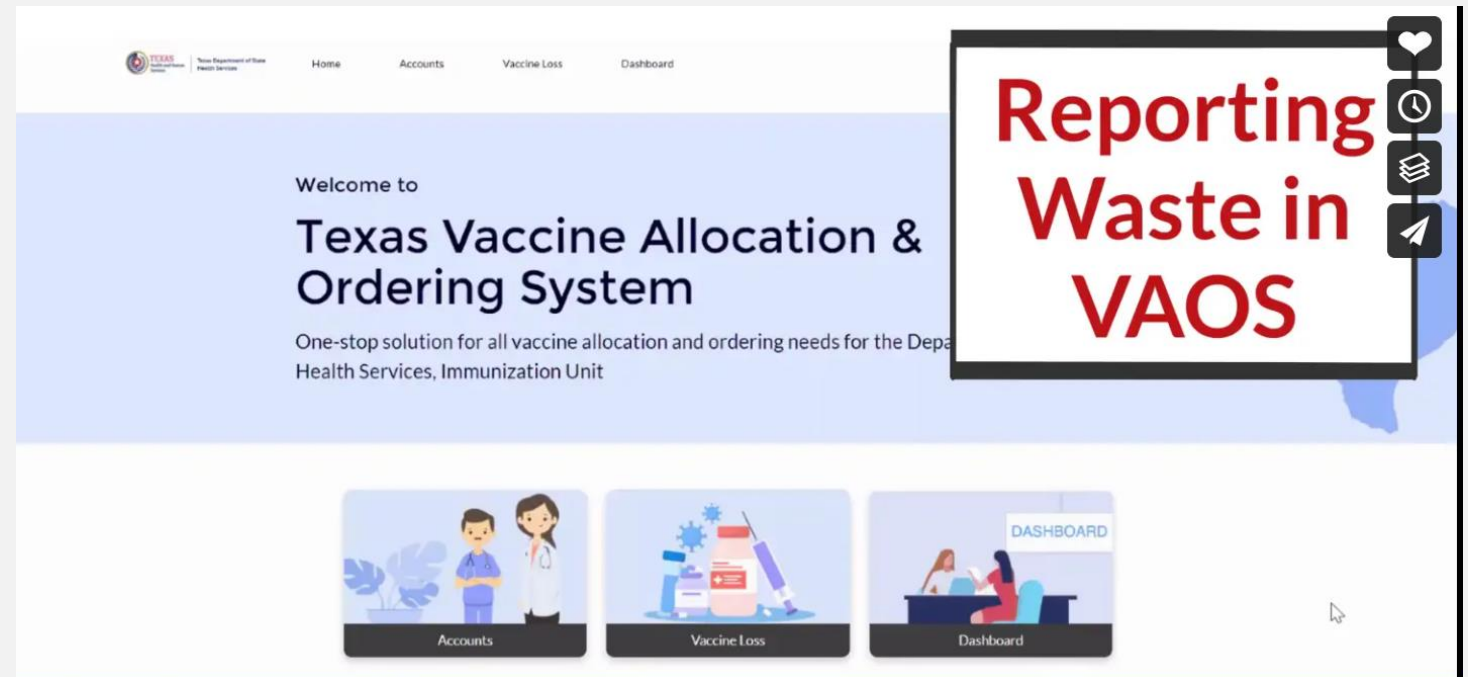
Did you know...?

Providers report **doses wasted in VAOS** and **doses administered in ImmTrac2**.

Report doses that are wasted into VAOS. This will affect the number of doses listed as on hand for your facility on the VAOS dashboard.

This does not include doses that are administered to patients. **Report all doses administered to patients in ImmTrac2.**

Want to learn more? Check out the VAOS Provider Guide and an instructional video on the [DSHS COVID-19 Vaccine Management Resources](#) site.

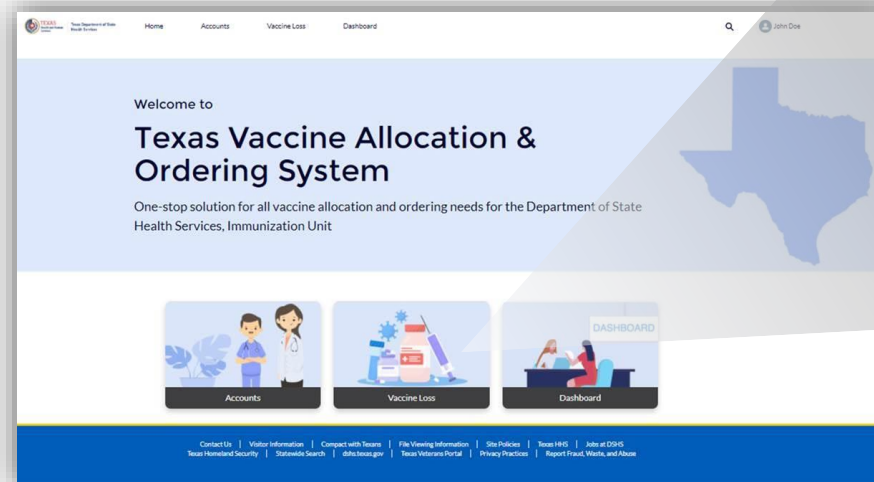


Report Waste in VAOS

Did you know...?

You can't report more doses wasted than you've received in your allocation.

Providers should report all doses wasted in VAOS. However, you **cannot report more doses wasted than you have been allocated in VAOS.**

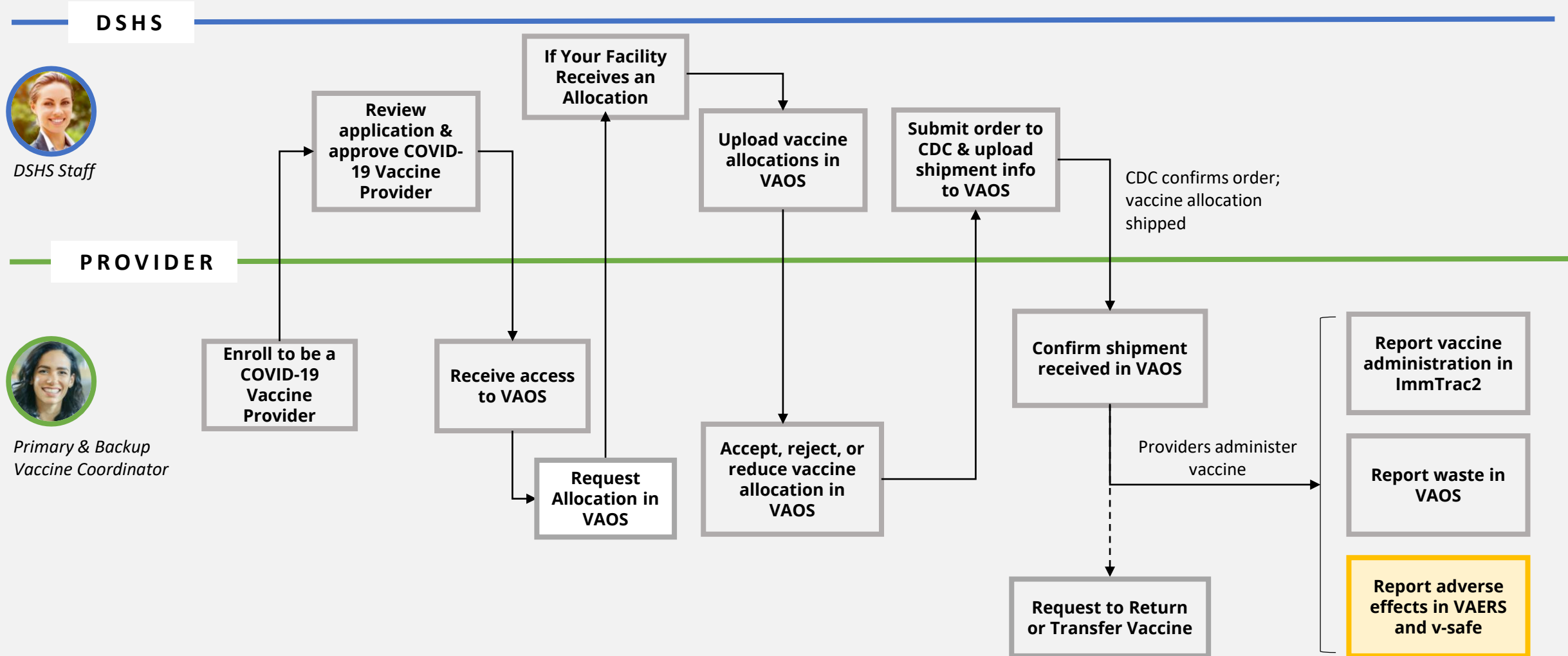
A screenshot of the "New Vaccine Use: Vaccine Wastage" form. The form is titled "New Vaccine Use: Vaccine Wastage" and is divided into two main sections: "Information" and "Description".

The "Information" section contains the following fields:
- Vaccine Administration Number: (empty)
- Facility: Austin Regional Health Clinic (selected from a dropdown)
- Vaccine: VI-0000014 (selected from a dropdown)
- Status: Wastage (selected from a dropdown)
- Reason for waste: G81 - Expired vaccine (selected from a dropdown)
- Quantity Consumed: 25 (entered in a text box)
- Vaccine Item Temp: (empty)

The "Description" section contains the following fields:
- Description: Vaccine Lot expired 11/08/2020 (entered in a text box)
- Other Reason: (empty)

At the bottom right of the form, there are three buttons: "Cancel", "Save & New", and "Save".

COVID-19 Vaccine Provider Milestones



Report Adverse Events in VAERS and v-safe

Did you know...?

New CDC guidance says **any allergic reaction**, not only anaphylaxis, is a contraindication for receiving the second dose of vaccine.

Did you know...?

Any and all adverse effects should be reported to VAERS, even deaths.



Providers should report adverse events **any time an adverse event occurs** after vaccine administration

According to VAERS, any adverse event that occurs after the administration of a vaccine licensed in the United States, *whether it is or is not clear that a vaccine caused the adverse event*, should be reported.

Poll: What VAOS functionality would you like to see covered more in future webinars?

More Info on New VAOS Features

Check it
out!

Want more information on requesting allocations and transferring or returning vaccines? Check out our [Provider User Training Guide](#) for step-by-step walkthroughs on new and existing VAOS features.



Be sure and join future webinars to learn more about the new features and how you can use them as a COVID-19 Vaccine Provider.

Additional Trainings

Pfizer Manufacturer Training

Attendee Links	Password
Attendee link – January 26 – 5 PM ET	qQeW7S8Ya23
Attendee link – January 27 – 10 AM ET	ZUgCevuM663
Attendee link – January 28 – 5 PM ET	pK9HB8Cy8fF
Attendee link – January 29 – 10 AM ET	bmQpDsJ8p75

*Content will be the same for each session



Texas Department of State
Health Services

**Please look for invitations to
additional COVID-19 Provider
Webinars in the coming days and
weeks**



Texas Department of State
Health Services

Key Resources

COVID-19 Vaccine Resources (today's webinar, training materials, videos):

<https://www.dshs.texas.gov/coronavirus/immunize/vaccine-manage-resources.aspx>

COVID-19 Vaccine Provider Enrollment Information:

www.dshs.texas.gov/coronavirus/immunize/provider-information.aspx

[CDC Clinical Considerations for or Use of mRNA COVID-19 Vaccines](#)

DSHS COVID-19 Vaccine Provider hotline:

(877) 835-7750, 8 a.m. to 5 p.m., Monday through Friday or Email:

COVID19VacEnroll@dshs.texas.gov

For questions about training materials or webinars, please email us at

COVID19VacMgmt@dshs.texas.gov



Texas Department of State
Health Services

COVID-19 Provider Support

Category	COVID-19 Vaccine Provider Enrollment, Vaccine Information, and Safety Reporting	Vaccine Allocation & Ordering System (VAOS)	COVID-19 Vaccine Distribution	Reporting for COVID-19 Vaccines
Sample questions	<ul style="list-style-type: none"> • How to become a COVID-19 Vaccine Provider • In-progress applications • Updating information in Provider Enrollment accounts, including population numbers • Waste disposal/return • COVID-19 vaccine safety • Storage & handling • Administration of vaccine • Vaccine distribution • Reporting adverse events to VAERS 	<ul style="list-style-type: none"> • Who has access to VAOS • “How to” questions about completing a task or process in VAOS • VAOS or Tableau dashboards • Tuesday/Thursday Provider Webinars 	<ul style="list-style-type: none"> • Tracking shipments • Allocations • Hub requests • Vaccine transfers/returns 	<ul style="list-style-type: none"> • Reporting to ImmTrac2 via online web application • Reporting to ImmTrac2 via data exchange • Reporting to TDEM
Provider Support Channel	Provider Help Desk (877) 835-7750, 8 a.m. to 5 p.m., Monday through Friday or Email: COVID19VacEnroll@dshs.texas.gov	Vaccine Management Mailbox: COVID19VacMgmt@dshs.texas.gov	Vaccine Shipments: COVID19VacShipments@dshs.texas.gov	ImmTrac2 Web app: : ImmTrac2@dshs.Texas.gov Data Exchange: ImmTracMU@dshs.Texas.gov TDEM/ TMD Call Center: vaccine@tdem.texas.gov

Thank you!